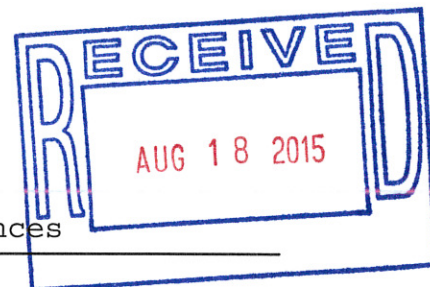**City of St. Louis**
2015 REQUEST FOR PROPOSALS (RFP)
Application

1. Name of Applicant: Institute for Community Alliances

2. Name of Program: HMIS Lead Services

3. Program Address: 1111 9th Street, Suite 245, Des Moines, IA 50314

4. Phone: 515-246-6643   **Fax:** 515-246-6637   **E-mail:** david.eberbach@icalliances.org

5. Contact Person & Title: David Eberbach, Executive Director

6. SELECT ONLY ONE CATEGORY. An agency may request funds from multiple funding sources and from multiple categories. The agency MUST complete a separate application for each category. To select a category, double click on the box **and** under the default value select "checked".

2015 Continuum of Care (CoC): **NEW PROJECTS ONLY** (priority given to projects with the target population of women previously served by the Shalom House)

☐Permanent Supportive Housing (PSH) for chronically homeless households, including individuals, families, and unaccompanied youth

☐Rapid Re-Housing (RRH) for individuals and families, including unaccompanied youth who are residing on the streets or in emergency shelters or who are fleeing domestic violence

☒Homeless Management Information Systems (HMIS) Lead (successor to HESG funded HMIS Lead), including system, administration, management, and coordination

☐Supportive Services Only (SSO) for Coordinated Front Door to homeless services

7. Target Population:

☐Single Men	☐Women w/ children	☐Veterans	☐ Youth
☐Single Women	☐Battered Spouse	☐Persons with Physical	☐Drug Dependent
☐Families	☐ Alcohol Dependent	Disabilities	☐Persons with HIV/AIDS
☐Teenage Mothers	☐Chronically Mentally Ill	☐Elderly	
			☐Other

8. Housing:

☐Barracks	☐Scattered Site	☐Single Room Occupancy	☐ Detached House
☐Group/Large House	Apartments	☐On-site Apartments	☐Other

9. Requested amount reflects: __75__ % of the program/project budget of $ __275,000__
Requested amount reflects: __12.6__% of the total agency's budget of $ __2,600,000__
Is this program/project currently in existence? ☐Yes How many years? _____ ☒No
Annual amount of funds received from other City Department/Agencies? $ __n/a__

Narrative – Scope of Project

If selected as the successor Homeless Management Information System (HMIS) Lead agency, Institute for Community Alliances (ICA) would manage the transfer of the administration of HMIS from the predecessor HMIS Lead agency to ICA by working with the St. Louis City Department of Human Services. Administrative functions related to this transfer will be handled by the ICA management team and fiscal staff, with the Missouri Director as main contact person. The ICA management team will also recruit and hire staff to perform the system administration functions for the St. Louis City Continuum of Care (CoC) HMIS. If system administration staff in St. Louis City are not available on day one of the project, those functions will be handled remotely by ICA staff out of the Jefferson City and/or Des Moines office, with back-up assistance from the other ICA offices until such time as staff is hired and trained. Agency grant oversight and administration will originate from the Jefferson City, Missouri office with the Missouri Director being on-site on a regular basis.

Acting as HMIS Lead, ICA will ensure the St. Louis City CoC's HMIS meets all federal regulatory guidelines. Key elements of ICA HMIS Lead Agency service provision include:

Staffing - The preferred and ultimate plan involves the establishment of an office in St. Louis City. Two full-time system administrators (to be hired) will provide the ongoing day-to-day training, technical assistance, and monitoring/reporting services.

Training – ICA believes in providing useful data reports for both the partner agencies and the CoC. The value of this data, however, can only be found when the data is accurate. The first step to accurate data is comprehensive training. ICA provides training and technical assistance geared to the needs of adult learners. This means that trainers must provide the material in a manner that is relatable and repetitive. Training is conducted in a variety of mediums, including webinar, in-person classroom settings, one-on-one in-person sessions, and recorded training sessions.

Technical Assistance (TA) Provision – Accessing TA occurs differently across our CoCs with some utilizing email as the main conduit, and others using telephone communication. Regardless of the accessing method, service requests are handled on a first come, first serve basis. Generally agencies will have a main contact person, however all staff can respond to TA requests from any agency. ICA strives to have an initial response time within two hours to ensure accurate understanding of the issue. If an immediate solution cannot be provided, the system administrator will inform the agency of the steps that will be taken to address the issue and provide regular updates to that agency as progress is made.

Compliancy Monitoring - ICA views monitoring as an additional opportunity for technical assistance to help agencies improve their service delivery and client outcomes. ICA conducts technical assistance assessments on an annual basis with each agency. The tool used evaluates compliancy with HUD standards, as well as any additional requirements of the St. Louis City HMIS. After completing the evaluation, ICA staff conduct a post review meeting with management and go through any issues identified and corrective actions required. To assist the agency in the corrective actions required, ICA provides regulatory requirement explanations, sample policy documents, and/or forms, advice on best practices, and connect the agency with comparable peers who could provide additional guidance. During these post review meetings, ICA staff also provide information on any specific issues that will be included in the monitoring report to be submitted to the funding agency. In addition, ICA will provide the agency with a clear timeline for expected corrective actions from the agency undergoing the monitoring.

CoC Performance Monitoring - ICA provides oversight and actively manages the collection and reporting of all HUD report formats. This includes planning for, and the implementation of, data collection and reporting for the HEARTH performance outcomes. These tasks are done in coordination with local CoC leadership. Depending on the CoC, many of these reports are run on a monthly or quarterly basis to monitor data completeness and performance throughout the year.

Point in Time (PIT) - ICA administers the sheltered point-in-time count for all our CoCs. This includes preparing the data collection and reporting timeline, the required data collection tools, data collection guidelines and

definitions, and recorded training. Data is collected from all qualified agencies regardless of their HMIS enrollment status. Our staff collects the PIT data from all agencies, reviews it for inconsistencies and follows up with agencies, when needed, to validate accuracy. Once all data collection and validation is completed, the data is formatted and submitted to HUD's Homeless Data Exchange (HDX) for the PIT count and the Housing Inventory Chart (HIC). In addition, a final PIT statistical report is provided to the CoC. It should be noted that ICA also takes an active role to support the unsheltered counts across all CoCs and includes that data with the HDX submission.

HMIS Comparable Database - Because ICA is knowledgeable about HUD's data and technical standards, our staff are qualified to work with domestic violence agencies to ensure they are meeting all HMIS comparable database requirements for their agency. In the CoCs we work with in Missouri, the main database used is a software called APRICOT. ICA has a liaison relationship established with the software provider working to ensure the software stays compliant with HUD's regulations governing HMIS comparable databases, that Missouri agencies training and technical assistance needs are being addressed, and that reports are identified to meet Missouri Housing Development Commission report submission compliancy requirements.

Data Analysis and Reporting – Project specific reports, Agency level reports, and increasingly CoC level system performance measures are critical to show success of investments in strategies to reduce the number, frequency and duration of homeless episodes in St. Louis City. ICA will provide reports that allow agencies to monitor their progress toward annual goals of the CoC. Additionally, reports will be available for the CoC to determine progress on system goals developed locally, and performance goals established by HUD. This type of reporting is a common and regular practice for ICA staff and the number and variety of reports provided, while quite significant, vary depending on the HMIS software used. ICA staff possess an in-depth understanding of the system-generated reports for federal funders, including the HUD Annual Performance Report (APR), the HOPWA APR and Consolidated Annual Performance and Evaluation Report (CAPER), the VA Supportive Services for Veterans and Families (SSVF) Data Quality Report, the Emergency Solutions Grant (ESG) CAPER, and the Projects for the Assistance in the Transition from Homelessness (PATH) report. ICA adheres to a philosophy that the data generated from HMIS must be used to inform local and statewide policy and decision making to combat homelessness. This includes demonstrating program performance, identifying areas of need and gaps in services, along with trends and related analysis. To that end, ICA has incorporated a research element into staffing of its HMIS implementations.

Organizational Capacity and Expertise

ICA is a 501c3 non-profit organization headquartered in Des Moines, Iowa. The organization was incorporated in 1990. Organizational documents, including 501c3 letter, state certificate of standing, articles of incorporation, management letter, and audit were not requested in this RFP but are immediately available upon request by the review committee. ICA has an engaged board of directors that provide many additional years of expertise across several Human Service and other disciplines, including Community Actions Agencies, Youth Programs, State Government, Utilities programs and communications/advocacy.

ICA has been involved in HMIS lead and administration projects and activities since the inception of HMIS in 2001. ICA has been the HMIS lead agency and system administrators for the Iowa statewide implementation from its inception in 2001 and has been the HMIS lead in Omaha, Nebraska since 2006. In 2014, ICA became the HMIS lead agency and system administrator for the Wisconsin statewide HMIS, as well as the Missouri Balance of State CoC multi-jurisdictional implementation. In 2015, ICA added continua in Alaska, Illinois, and Vermont. ICA is now the HMIS lead agency for 16 HUD Continua of Care in seven states; Alaska, Illinois, Iowa, Missouri, Nebraska, Vermont, and Wisconsin.

ICA utilizes Bowman Systems ServicePoint in all CoCs outside of Missouri and Municipal Information System's COMPASS ROSE in the three CoCs in Missouri. ICA has established itself as a performance leader in HMIS

services. ICA believes in the value of data to inform program development and improved clients' services/outcomes. Our staff ensure that accurate data is entered into the system and, as importantly, accurate and useful reports are generated from the system for agency, local community and CoC use.

ICA has developed a Management Team made up of the project managers of each State project and the Executive Director, comprising 59 years of experience administering HMIS along HMIS dedicated Federal and State grants. The team meets monthly to discuss any internal or external issues related to HMIS, as well as fiscal updates and staffing concerns.

Fiscal Administration

An effective and stable HMIS requires reliable sources of funding. As there are not a wide variety of funding mechanisms available to support an HMIS, the ones that do exist need to be utilized at every opportunity. ICA has been receiving federal and state grant funding since its incorporation in 1990, with a primary focus on projects that provide assistance to homeless and low-income persons and has been applying for and receiving HUD Continuum of Care (CoC) grants specifically for HMIS projects since 2003. ICA presently receives and directly administers seven HUD CoC HMIS grants that are renewed annually totaling over $1,250,000. In addition to receiving more than $1.25 million in HUD grants, ICA supports its numerous HMIS projects with diverse funding streams in order to make each project financially sustainable on a yearly basis. In Missouri, ICA has experience securing Missouri State Emergency Solutions Grant HMIS funds and Missouri Housing Development Commission Fund Balance HMIS funds, as well as securing CoC HMIS funds. In addition, ICA secures funds from other, non-CoC funded projects that are mandated to utilize HMIS. When possible it is preferable for ICA to secure funds directly from the grantor or unit of government requiring HMIS participation through a percentage allocation and formalized through a Memorandum of Understanding (MOU). When this is not possible the percentage allocation is received directly from the grantee, 1%, 1.5%, or 2% depending upon the volume of system usage by that grant project and the frequency of reporting required by the grantee. Some examples of how federal funded projects are leveraged for financial support include:

- VA SSVF funds: As SSVF grantees are required to use HMIS, agencies will be approached to add a line item to their budget for HMIS support. ICA charges SSVF an amount that is equal to 2% of their total award amount.
- SAMHSA PATH funds: Similar to SSVF, PATH will be mandated to use HMIS in the coming year, and these funds can now be used to support HMIS through a budget line item. ICA will be charging PATH projects an amount that is equal to 1.5% of their total award amount.
- FYSB Runaway and Homeless Youth Program (RHY) funds: Also a program that is mandated to use HMIS. ICA charges RHY projects an amount that is equal to 1% of their total award amount.
- HUD HOPWA funds: As HOPWA programs are required to utilize HMIS, the programs should be expected to contribute financially to the system, either through a flat fee or percentage allocation.
- Special Projects funds: New grants and programs that become available to serve the homeless population in the state have a vested interest in the HMIS and in many cases can benefit from using the system for client level data and reporting.

When required and approved by the CoC, ICA can also implemented a user fee structure where agencies are invoiced annually for user licenses assigned and in-use by their respective end users.

To ensure financial accountability ICA has a monthly fiscal meeting with our consulting accountant. The accountant examines each grant within each project to ensure that funds are appropriately utilized and grant requirements are being met. In addition she reviews the work of our Bookkeeper. Additionally, ICA completes an A-133 audit each year and has maintained "low risk" auditee status for many years.

Communication and active participation with the CoC and other relevant Committees

ICA believes that our HMIS work is enhanced by building strong relationships with the service providers in our communities. We make it a priority to understand each agency's services, their operating culture and approach. We work diligently to create an open environment of communication and partnership. We understand the agencies and stakeholders as our customers, but most importantly as partners in a joint endeavor to provide the best possible services for the vulnerable populations that are being served.

We accomplish this goal by actively participating in the board meetings, committees, task forces or work teams of the CoC, providing appropriate services and support as needed. We provide staff leadership and administration for all data collection and reporting functions of the Continua of Care we serve, along with providing analysis of outcomes and performance measures.

In Missouri, ICA staff are actively involved in the Governor's Committee to End Homelessness, which is the overarching governance body for the BoS CoC. ICA participates in the HEARTH Implementation Workgroup, the Balance of State CoC Committee, the Coordinated Entry Workgroup, and 10 regional housing groups, attending meetings and providing information and data related to HMIS to each group. Staff are also active in the Springfield CoC and Joplin CoC by participating in their CoC meetings, Coordinated Entry Workgroups, and other appropriate workgroups.

ICA is actively involved with all the CoCs we serve. In Wisconsin, ICA makes an effort to actively participate in homeless services at the local CoC level, which means active engagement in 21 local continua. In Omaha, ICA is a strategic and active partner in its Performance Measurement Task Force. ICA staff participate in the task force meetings, providing training on HMIS and demonstrating how the HMIS database can be used to track progress in the community. ICA staff provides the CoC with monthly, quarterly and yearly reports using HMIS data to help determine the accurate objectives for the task force. In Iowa, ICA staff is involved with the CoC Committee, the Research and Analysis Committee and the Coordinated Entry Committee at the state level. The Des Moines CoC benefits from ICA staff involvement in several committees and leadership for the Mayor's Challenge to end Homelessness which is on track to hit "Functional Zero" by the end of the year.

We strive to have staff located in the communities we are working with and work as a part of that community to inform efforts to end homelessness with meaningful, data-driven solutions. Should ICA be chosen as the HMIS Lead agency, we would be opening an office and placing staff in St. Louis City. As with our other CoCs, ICA staff would actively participate in the St. Louis City CoC meetings and workgroups, along with other relevant committees.

Coordinated Entry

A coordinated information system is critical to agencies working together to efficiently meet the needs of clients experiencing homelessness and clients on the verge of homelessness that might only need minor assistance to avoid entering the homeless services delivery system altogether. This efficiency is true for both the clients and the agencies involved. Because clients can tell their story fewer times and have all of their service needs recorded as they move through the system, they can spend more time with their families and being active participants in their own efforts to improve their situation, i.e. find housing, employment. Etc. Agency staff can also spend more time actively engaging their clients and less time doing administrative tasks of building client files and other paperwork.

From a system's perspective, having a unified data system is the most efficient way to accurately inform the current conversation regarding homeless issues and to measure successes that are occurring across the system. This information will allow our community to assist more individuals before they experience homelessness and to reduce the length of time homeless and its impact on people who do experience homelessness. ICA plans to

partner with United Way and their 211 project to fully realize Coordinated Entry with the Continuum, linking information and referral to access to housing stability.

Further, as required by HUD rules, Coordinated Entry and Assessment is taking Coordinated Information Systems to the next level, with active, real-time referrals, consistent assessment of client needs and coordinated case management.

ICA is working with community partners in Milwaukee, WI, Omaha, NE, Cedar Rapids, IA, Des Moines, IA, Balance of State MO, Springfield MO, and Joplin MO with various models of Coordinated Entry systems, all in some stage of integration with the HMIS system. ICA has experience operating both a closed visibility and a shared visibility system. ICA believes in tailoring the HMIS coordinated entry processes to meet the needs of each CoC for optimum performance. This is done through different avenues depending on the HMIS software used.

ICA staff have been actively involved in the meetings of service providers and funders to determine the structure, process, and policies for the coordinated entry system. ICA staff have reviewed substantial amounts of literature on the topic of Coordinated Entry, reviewing best practices from around the country and identifying which models are the best fit for each community we serve.

ICA staff also have experience conducting live-time VI SPDAT assessments in emergency shelters with shelter staff. As more communities in our service areas begin to utilize the VI SPDAT tool, ICA staff believe in the philosophy that is important to be able to use a tool if you are going to teach others to use that tool. To that end, several shelters and their staff worked with ICA staff to conduct VI SPDAT with consenting shelter guests.

Extensive training and technical assistance can be provided to coordinated entry staff to not only ensure accurate data entry, but equally important, that proper referrals are being made using HMIS where possible. Currently ICA works with two different software systems in our CoCs. In the Bowman System ServicePoint we have used a coordinated entry module called CallPoint and in the Municipal Information Systems (MISI) COMPASS ROSE we use a module called Coordinated Entry and Assessment.

Software

ICA is in a unique position to partner with the St. Louis City CoC because ICA supports two HMIS software tools in our current implementations, COMPASS ROSE (MO) and ServicePoint (IA, WI, VT and NE). ICA is aware that both tools are currently in use within the CoC and our existing staff will be able to support the new staff ICA hires for this project. We understand that HMIS software selection is a CoC responsibility, but ICA is prepared to support the CoC from day one if either of these tools are selected.

> ***COMPASS ROSE*** – If COMPASS ROSE is maintained as the HMIS software, ICA would partner with MISI much like the current relationship for the MO Balance of State CoC implementation. ICA would be the front line support for end users, provide training, technical assistance, and reports. ICA would also work with agencies to ensure data quality and timeliness of data entry into the system. ICA will work with MISI to ensure that the system meets data and technical standards and to resolve any higher level issues with the vendor on behalf of the user, agencies or CoC.

> ***ServicePoint*** - If ServicePoint was selected by the CoC, ICA will partner with the St. Louis United Way/211 to expand ServicePoint from an information and referral tool to a full HMIS network for the community (please see letter of support). This partnership will likely also include office and training space. ICA staff would support end users with training, phone and e-mail assistance and reporting. ICA will support the agencies and CoC with data quality and timeliness reporting as well. ICA will work with Bowman Systems as needed to ensure full compliance with data and technical standards, suggested improvements to the system and to resolve any high level issues.

Budget

Because it has not yet been determined which software solution will be utilized within the CoC, ICA has only provided a budget for Operational costs at this time (Equipment, salaries, rent, etc.) Other costs will need to be factored into this project as it moves forward including, server costs for dedicated server, data migration (if changing systems), license and annual vendor costs and supporting software such as reporting tools. ICA will plan to work through these costs in partnership with the CoC if selected as the HMIS lead. Based on estimates for both software solutions, total costs with ICA operations and Software will not exceed the $275,000 amount allocated for this project.

Operation costs include:

- Equipment: We have allowed for a one-time cost associated with equipment for a newly established office, including personal computers for two dedicated staff.
- Services: We have allowed for on-going costs associated with internet access for two dedicated full-time staff in St. Louis City, along with a percentage of costs associated with off-site staff including the Missouri Director and administrative support staff.
- Personnel:
  - We have allowed for two dedicated full-time employees as well as a percentage of time associated with the Missouri Director (25%), Executive Director (10%) and administrative support staff (Combined 10%).
  - Travel expenses associated with technical assistance and training provision, on-site project supervision, and attendance with HUD approved HMIS educational opportunities.
  - We have included a combined 10% of administrative support time.
- Space and Operations:
  - We have allowed a one-time cost associated with setting the St. Louis City office.
  - Expenses associated with rental space, utilities, and operating costs associated with day-to-day functioning of the HMIS project.

Letters of Support

The following letters of Support have been included as attachments to provide assurance that ICA is experienced with responsibilities related to HMIS services and to demonstrate working relationships within the CoC. As a curtesy, the Governor's Committee to End Homelessness (Governing Body) and the Missouri Housing Development Commission (CoC Lead Agency) were both notified of ICA's intent to submit this proposal, but have standing policies that prohibit the provision of Letters of Support to any agency.

Springfield, MO CoC – Verification of experience using COMPASS ROSE HMIS software, providing HMIS Lead Agency services, and robust involvement in the CoC.
Joplin, MO CoC- Verification of experience using COMPASS ROSE HMIS software, providing HMIS Lead Agency services, and robust involvement in the CoC.
Omaha, NE CoC – Verification of successful implementation of ServicePoint in a similar size community and significant partnership with the CoC.
St. Louis United Way – Demonstrating the potential partnership utilizing ServicePoint within the CoC.

Internal Revenue Service
P.O. Box 2508
Cincinnati, OH 45201

Department of the Treasury

Date: April 25, 2015

Person to Contact: #0196814
    Ms. Benjamin
Toll Free Telephone Number:
    877-829-5500
Employer Identification Number:
    42-1352902

INSTITUTE FOR COMMUNITY ALLIANCES
IOWA INSTITUTE FOR COMMUNITYALLIANC
1111 9TH ST STE 245
DES MOINES, IA 50314

Dear Sir or Madam:

This is in response to your March 12, 2015 request for information regarding your tax-exempt status.

Our records indicate you were recognized as exempt under section 501(c)(3) of the Internal Revenue Code in a determination letter issued in April 1991.

Our records also indicate you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

Please refer to our website www.irs.gov/charities for information regarding filing requirements. Specifically, note that section 6033(j) of the Code automatically revokes the tax-exemption of any organization that fails to satisfy its filing requirement for three consecutive years. The automatic revocation of exemption is effective as of the due date of the third required annual filing or notice. The IRS maintains a list of organizations whose tax-exempt status was automatically revoked at IRS.gov.
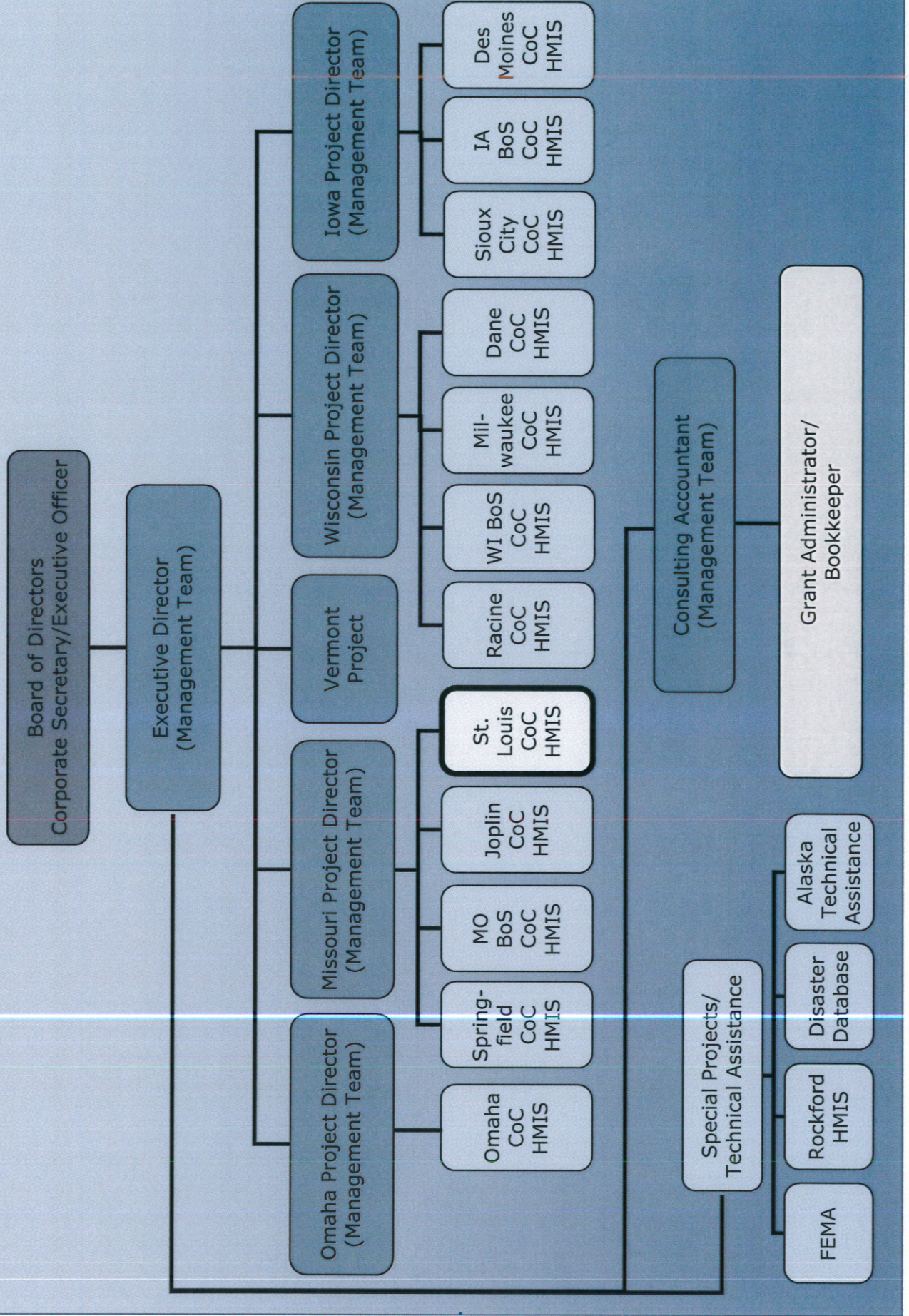
If you have any questions, please call the phone number in the heading of this letter.
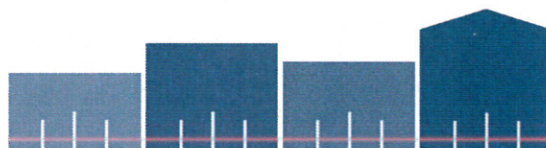
Sincerely,

Tamera Ripperda
Director, Exempt Organizations

Institute for Community Alliances

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                    Board of Directors
              Corporate Secretary/Executive Officer
                            |
                     Executive Director
                    (Management Team)
                            |
   ┌──────────────┬─────────────┬──────────────┬──────────────────┐
Omaha          Missouri       Vermont       Wisconsin          Iowa
Project        Project        Project       Project            Project
Director       Director                     Director           Director
(Management    (Management                  (Management        (Management
Team)          Team)                        Team)              Team)
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- Omaha Project Director (Management Team)
  - Omaha CoC HMIS

- Missouri Project Director (Management Team)
  - Spring-field CoC HMIS
  - MO BoS CoC HMIS
  - Joplin CoC HMIS
  - St. Louis CoC HMIS

- Vermont Project

- Wisconsin Project Director (Management Team)
  - Racine CoC HMIS
  - WI BoS CoC HMIS
  - Mil-waukee CoC HMIS
  - Dane CoC HMIS

- Iowa Project Director (Management Team)
  - Sioux City CoC HMIS
  - IA BoS CoC HMIS
  - Des Moines CoC HMIS

- Consulting Accountant (Management Team)
  - Grant Administrator/Bookkeeper

- Special Projects/Technical Assistance
  - FEMA
  - Rockford HMIS
  - Disaster Database
  - Alaska Technical Assistance

Institute for Community Alliances

Membership of the Board of Directors – 2014-2015
(Updated 05/06/15)

CHAIR   Phyllis Runnells   E-mail: prunnells@pcsia.net
May-Dec: 2646 Meadowdale, Ottumwa, IA 52501
         641-682-4424
Jan-Apr: 1268 N. Barzona, Dewey, AZ 86327

VICE-CHAIR   Bill Peppmeier   E-mail: behawknow@yahoo.com
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Johnston, IA 50131
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TREASURER   Paul Stanfield   E-mail: pstanfield@aol.com
Consultant
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Home: 515-988-9995

James Swanstrom   E-mail: swanstromjames@gmail.com
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515-279-5623

Melanie Johnson   E-mail: melaniejohnson@mchsi.com
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515-554-8804

Rose Wazny
Director
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Ankeny, IA 50023
515-965-1605
515-554-8585

E-mail: lwazny@mchsi.com

Brad Whipple
Director
918 SE 11th Street
Des Moines, IA 50309

E-mail: brad.whipple@gmail.com

Institute for Community Alliances

Job Description: Executive Director

Duties for supervision and oversight of the various HMIS Networks supported by ICA, oversight of Technical Assistance Projects and overall agency functions and include but are not limited to:

General Agency Management

- Manage all agency staff, with primary oversight of Project/State Managers;
- Manage agency finances, including oversight of bookkeeping and grant management;
- Liaison with Board of directors to inform of agency progress and implement board decisions;
- Develop and maintain a trust relationship with all agencies participating in the Network;
- Support Continuum of Care/Governing Body's efforts in related jurisdictions;

HMIS Management

- Assist with HMIS policy planning and implementation;
- Meet with various stakeholders within local and regional jurisdictions to facilitate HMIS collaborative work;
- Coordination with HMIS vendor as needed to resolve concerns;
- Assist with special HMIS related projects involving multiple participating agencies and/or state agencies

Technical Assistance Management

- Provide oversight to staff supporting Technical Assistance Projects;
- Assist staff with development of Technical Assistance proposals and Project documentation;

Other

Other duties deemed appropriate and necessary by the agency Board of Directors.

All duties must be performed in a professional and timely manner in an office atmosphere where security, responsibility and accountability are required.

David Eberbach
112 11th St., #305,
Des Moines, Iowa   50309
641-821-0137
DavidEberbach@aol.com

Professional Experience:

Institute for Community Alliances   Des Moines, Iowa
Executive Director   2015-Present
Primary duties include Management of Multi-State, Non-Profit Organization, with Staff of 19. Additional responsibilities include Development, New project/Grant writing, and fiscal oversight of a 2 million operating budget.

Iowa Institute for Community Alliances   Des Moines, Iowa
Associate Director   2004-2014
Primary duties include oversight of two successful HMIS implementations, management of a staff of eight and partnering with four Continua of Care.

Human Service Planning Alliance   Des Moines, Iowa
Data Warehouse Manager/Researcher   2000-2004
Primary duties included development of a community data warehouse system, negotiating data sharing agreements and production of varied reports and geo-mapped projects for community partners.

Iowa Institute for Community Alliances   Des Moines, Iowa
Project Director   1994-2000
Primary duties included state/federal grant management and grant compliance monitoring for approximately 120 homeless and housing agencies. Additional duties included management a small loan program in partnership with CAP agencies and oversight of Homeless and housing agency data collection efforts for the State of Iowa.

Home Opportunities Made Easy, Inc (HOME, Inc.)   Des Moines, Iowa
Housing Counselor/Case Manager   1989 – 1994
Primary Duties included providing information to landlords and tenants to avoid evictions, case management for select home ownership clients, and homeless prevention/shelter diversion services for imminently homeless clients. Other duties included advocacy for Fair Housing issues at the city and state level.

Education Summary: Grinnell College –   Grinnell, Iowa
       BA degree in Sociology   1985 – 1989

Job Title: Missouri Project Director
Status: Full-time, salaried with comprehensive benefits.
Salary Range: $65,000-$70,000 commensurate with experience
Logistics: This position will office in Jefferson City

ABOUT US:
The Institute for Community Alliances (ICA) is a non-profit organization that administers the Homeless Management Information System (HMIS) for the Springfield Continuum of Care and the Joplin Continuum of Care (The Continua of Care). The HMIS is a database that collects client-level data on homelessness in the CoCs.

SUMMARY
The ICA Missouri Project Director is responsible for administration and oversight of HMIS Network in Missouri.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Maintain current knowledge of homeless assistance programs and related initiatives
- Ensure the HMIS policies, protocols, and processes are in compliance with all federal regulations
- Monitor compliancy of the HMIS software to meet all federal and state data collection and reporting regulations.
- Continued enhancement of participation within the HMIS Network of respective CoCs
- Participate in board meetings, committees, task forces or work teams of respective CoCs, providing appropriate services and support as needed
- Attend local, state, and national trainings, as assigned, to keep abreast of changing rules, regulations, and standards related to the HMIS
- Attend statewide regional housing/homeless meetings related to the Continuum of Care and HMIS project
- Attend meetings to educate the public about ICA and the state of homelessness regionally and statewide
- Determine appropriate requests for regional aggregate reports for respective CoCs in accordance with CoC policy
- Collaborate with community partners and stakeholders to inform community efforts to end homelessness
- Act as a liaison between ICA, partner agencies, state and local funders, and the Continua of Care to facilitate effective collaboration and resolve issues affecting the HMIS
- Prepare and submit grants and/or other funding proposals for continuation of the project, and identify required matching funds
- Participate on ICA's management team addressing internal and external issues related to HMIS, as well as fiscal updates and staffing concerns
- Supervision of Missouri Staff
  - Provide leadership and mentoring
  - Provide continuous feedback
  - Delegate and assign duties and tasks
  - Conduct regular performance reviews in collaboration with ICA executive director

- Oversee and Facilitate the following functions:
    - Data analysis for internal and reporting and monitoring purposes
    - Data analysis for external reports to agencies and respective CoCs
    - Maintenance of forms and other tools to ensure compliance with US Department of Housing and Urban Development (HUD) regulations
    - Maintenance of up-to-date records on all agency and end user agreement forms and required policy documentation
    - End User Training
    - Technical Assistance provision
    - Annual homeless count activities (Point in Time)
    - Assist with maintaining current website content

- Perform other duties as needed or assigned

MINIMUM QUALIFICATIONS AND REQUIREMENTS

Experience and Education:

- Minimum Bachelor's Degree from an accredited four-year college or university
- Minimum three to five years of related experience or training related to job duties
- Minimum of five years supervisory experience
- Minimum of three to five years of experience in a position with a high degree of job independence and responsibility
- Understanding of the evolving role of data and its role in addressing social problems
- Strong analytical, problem-solving, and decision-making skills
- Working knowledge and understanding of homelessness helpful

Ability to:

- Show strong administrative skills, be highly organized, motivated and remain flexible under pressure. Attention to detail and ability to organize and set priorities a must
- Work in an occasionally face-paced and demanding environment, handle multiple tasks simultaneously, and meet established deadlines
- Effectively present information and respond to questions from partner agencies, end users, governmental entities, the general public, and other stakeholders
- Work effectively with people from diverse backgrounds
- Read, analyze and interpret statistical reports, technical procedures, or governmental regulations
- Write reports, business correspondence, procedure manuals, grants
- Regular regional and state travel required, with occasional extended travel

Sandy Wilson

3813 Del Ray Ave. #B, Jefferson City, MO 65109 * wilson0664@yahoo.com * 660-281-9298

Skills

- Program Development and Administration
- Fiscal Management and Budgets
- Strategic Planning
- Grant Writing and Administration
- Human Relations/Operations
- Technical Assistance/Training

Experience

September 2014 – Present   *Institute for Community Alliances (ICA)*   *Jefferson City, MO*
Missouri Director

- Responsible for the day to day operations of the HMIS Project and staff supervision
- Provided fiscal oversight and management
- Interpreted Federal and State regulations including grant administration, governance and reporting requirements
- Monitored compliancy of the HMIS software to meet all federal and state data collection and reporting requirements
- Lead staff in the development of protocols, policy manuals, training materials and technical assistance tools
- Collaborated with community partners and stakeholders in the different continua of care under ICA, informing efforts to end homelessness
- Participated in ICA's larger management team addressing internal and external issues related to HMIS, as well as fiscal updates and staffing concerns for the multitude of HMIS projects operating in several different sates

July 2006 – August 2014   *Missouri Association for Social Welfare*   *Jefferson City, MO*
Director of HMIS & Special Projects

- Responsible for the operation of the Homeless Management Information System Project and supervision of five staff
- Increased project operating budget by greater than 200%
- Provided fiscal oversight and management
- Led the project to take a leadership role with Missouri Continuums of Care in data collection and analysis
- Interpreted Federal and State regulations including grant administration, governance and reporting requirements
- Lead staff in the development of protocols, policy manuals, training materials and technical assistance tools
- Provided technical assistance and training to HMIS enrolled agencies via phone, online, or in person as needed to interpret HMIS Federal regulations and how to adapt their internal policies and procedures to meet HUD's guidance while focusing on accurate data collection to allow data driven decision making
- Assisted Executive Director with agency operations and human relations

January 2005-July 2006   *Prevent Child Abuse Missouri*   *Jefferson City, MO*
Program Director

- Responsible for the programmatic operations of the agency including supervision of three staff
- Administrative operations, human relations, and fiscal development/management
- Interpreted Federal and State program regulations including grant administration, governance, and reporting
- Community Development addressing child abuse prevention needs
- Provided technical assistance via phone, online, or in person as needed to communities for the implementation and on-going support of child abuse prevention programs

August 2002-January 2005   *Legal Advocates for Abused Women*   *St. Louis, MO*
DVIP Project Director

- Administration of the Domestic Violence Intervention Program and supervision of eight staff
- Interpreted Federal and State program regulations including grant administration, governance, and reporting requirements
- Development of project policies and procedures
- Liaised with law enforcement and provided training on domestic violence victimization
- Developed and promoted methods of collaboration between advocates and police officers
- Provided criminal justice advocacy to victims of domestic violence

April 2001 – May 2002   *Phelps County Family Crisis Services, Inc.*   *Rolla, MO*
Executive Director
- Responsible for operations of domestic violence and sexual assault crisis center and supervision of nine staff
- Administrative operations, human relations, fiscal management, grant writing and administration, victim advocacy

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Education

Central Missouri State University
  Bachelor of Science in Criminal Justice, 1998

Professional Affiliations
- MASW's Affordable Housing and Homelessness; 2006-2014
- Governor's Committee to End Homelessness (Continuum of Care Governing Body): Committee member since 2006, Executive Committee member; 2007 – present, Vice Chair; 2007-2008, Chair; 2010-2011
  - Balance of State Continuum (BoS) of Care Committee
  - HEARTH Implementation Work Group
  - BoS Coordinated Entry Workgroup
  - BoS CoC Region 10 Coordinated Entry Pilot Workgroup
- The Homeless Coalition – Joplin CoC Governing Body, Community Partner and Advisory Member; 2012-Present
  - Homeless Coalition Coordinated Entry Workgroup – 2015
- Springfield Continuum of Care Executive Committee Board – Springfield CoC Governing Body, Community Partner and Advisory Member; 2014-2015
- Jefferson City Project Homeless Connect Committee – 2015
- Emergency Shelter Grant Advisory Committee; 2006–2011
- Missouri Housing Trust Fund Advisory Committee; 2009-2014
- HUD's AHAR Re-Design Focus Group; 2013

Institute for Community Alliances

Job Description: Executive Administrator

Duties for this position include but are not limited to:

Office Administration

Serves as primary office contact/receptionist connecting persons seeking assistance with appropriate office contacts. Maintains the office voicemail system and forwards information/messages in a timely manner.

Serves as office liaison to the United Way Human Services Campus building staff Maintains ongoing supply of office materials Maintains central filing systems (computerized and hard copy) Assists with ICA Board of Directors' meetings and other ICA sponsored on-site meetings as required.

Bookkeeping/Financial Duties
- Manages payroll and related tasks
- Manages payments for operating expenses and expense reimbursement
- Maintains regular Quick Book entries and performs regular financial tasks as per the ICA Accounting Policies and Procedures Manual
- Provides administrative support to the Accounting Consultant regarding account reconciliations and month end reports

Grant Management Responsibilities
- Receives and manages grant agreements for all federal and state grant awards including supplemental required documentation.
- Prepares draw requests for all grant awards including all support documentation for submission by the Executive Director or State Project Director.
- Prepares all grant closeout documentation as required.

HMIS Network Administrative Support/HMIS System Operator
- Assists provider agencies with end user password reset
- Maintains provider agencies HMIS administrative records
- Copies and assembles training materials for HMIS trainings.
- Coordinates all HMIS training registration processes.
- Receives and routes all HMIS reports from provider agencies
- Provides administrative support to IDED TA (HMIS) monitoring schedule and follow-up

- Support Iowa Council on Homelessness efforts -providing HMIS network reports at all meetings and service on the Iowa Council's Research and Analysis Committee.

Other

Other duties deemed appropriate and necessary by the ICA Executive Director.

All duties must be performed in a professional and timely manner in an office atmosphere where security, responsibility and accountability are required.

Kimberly S. Grandstaff

417 Spring Street
Grinnell, IA 50112
(515)201-3170
Kmurphy2470@yahoo.com

Education:

2006	William Penn Degree: Associates of Arts Major: Business Management	West Des Moines, IA
1991	Hamilton's Business College Degree: Certificate Major: Secretarial Specialist	Des Moines, IA

Computer Skills:

Proficient in the use of Mas90, Quickbooks, Microsoft Word, Excel, Access, PowerPoint, Outlook, and Internet. Also, basic knowledge of Servicepoint.

Experience:

Institute for Community Alliances, Executive Assistant/Grant Administrator, 2005 – present

- Instrumental in the daily functioning of the office: answer phones, filing, mailing and assists office staff with various duties.
- Grant administration for various grants; such as SHP, HPRP, HOPWA, ESG/SAF, and Disaster Grant.
- Bookkeeping for all grants; includes payroll, A/P, A/R and budget reports
- Provides support to providers; such as password resets, basic Servicepoint™ questions, Grant regulations, etc.

Keystone Electrical Manufacturing Company, Office Administrator, 1991 – 2005

- Instrumental in the daily functioning of the office: answering 6 phone lines, preparing documentation for shipments, verifying time-clock data, opening and distributing mail, and filing.
- Provide support to the accounting, quoting, engineering, and purchasing departments.
- Professionally interact with other team members, customers, and vendors.
- Compile weekly production reports and distribute to senior staff.
- Process Payroll for 45 employees.
- Document various job processes for training purposes.
- Reconcile payroll bank statements monthly.

- Prepare all company quarterly tax reports.
- Professionally assist Controller and external auditors during year-end audit.
- Provide assistance to Controller in monthly closing process.
- Maintain accurate employee records.
- Instrumental in provide basic accounting backup in the areas of AR, AP, Payroll, Job Costing, and General Ledger while the controller was on maternity leave.

Professional Reference:

Roberta L. Hoyt
Supervisor
3500 Aurora Avenue, Des Moines, IA 50310
515-778-7620

Darrell Rude
Co-Worker
PO Box 474
Polk City, IA 50226
515-283-2567 ext 215

Ed Potter
Co-Worker
4986 Raintree
West Des Moines, IA 50265
515-283-2567 ext 218

Institute for Community Alliances
Missouri HMIS Project

Position Title: Missouri Grants Management Assistant
Status: Half-time, with paid holidays and time off as specified in the personnel policies
Salary Range: $13.00 to $15.00 per hour commensurate with experience
Location: This position is in the Jefferson City Office

ABOUT US: The Institute for Community Alliances (ICA) is a non-profit organization that administers Missouri's Homeless Management Information System (HMIS), a database that collects client-level data on homelessness within 106 counties of rural Missouri.

SUMMARY: The primary duties of the Grants Management Assistant is to assist the Director in the accurate invoicing procedures and compilation of invoicing documentation.

ESSENTIAL DUTIES AND FUNCTIONS

- Interpret and understand allowable expenses under each funding stream of the project.
- Assist the Director to code expenses to the appropriate funding stream.
- Interpret and understand each funder's invoicing processes including appropriate forms, timelines, and documentation requirements.
- Complete monthly invoices for each funding stream of the project.
- Work directly with Institute for Community Alliances Executive Assistant to review QuickBooks reports for billing accuracies.
- Work with the Director to maintain a Budget versus Actual accounting of each funding stream of the project.
- Assist the Director of HMIS in year-end financial reporting for each funding stream of the project.

MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Minimum of a Bachelor's degree in accounting, equivalent experience may be substituted.
- Demonstrate administrative and process management skills
- Good organizational skills and a demonstrated ability to do detailed work accurately.
- Strong computer skills, including expertise in Microsoft WORD and Excel.
- Familiarity with Quickbooks Reports
- Experience working collaboratively as part of a small team

CHERYL DOWD

SUMMARY

Results oriented, analytical Accountant with significant experience in the manufacturing, and governmental auditing environments. Dedicated team player that embraces the challenges in a creative environment and offers a commitment to detail and the production of superior results.

QUALIFICATIONS

- Working knowledge of Quickbooks, Microsoft Office Word, Excel, Access, Power Point, Publisher
- Work experience in a manufacturing environment
- Governmental Auditing background
- Detail oriented, highly motivated, dependable, able to meet deadlines

RELEVANT EXPERIENCE

MISSOURI HEALTH INSURANCE POOL, Jefferson City, MO   **2/2011-5/2014**

Executive Assistant (Part-time)
- General Office Duties
- Manage Low Income Subsidy Program
- Monitor Executive Director's schedule
- Coordinate meetings of board committees
- Track state legislation relating to health insurance
- Reporting on the Federal Pre-existing Condition Insurance Program

MT. PLEASANT BAPTIST CHURCH, Hartsburg, MO   **2001-present**

Treasurer (Part-time)   2003-present
- Payroll, fixed assets, accounts receivable and payable using Quickbooks
- Monthly financial reports using Quickbooks and Excel
- Prepare yearly budget
- Account analysis

Administrative Assistant (Part-time)   2001-present
- Prepare monthly newsletter using Microsoft Publisher and weekly bulletin using Microsoft Word
- Track Sunday Morning Bible Study attendance and church membership ☐   Order supplies for Sunday Morning Bible Study, Youth and Children's Ministries
- Record minutes of monthly business meetings and Ministry Team meetings

SQUARE D COMPANY, Columbia, MO   **1993-1997**

<u>**Accountant**</u>
- Month end processing and reporting
- Weekly labor distribution
- Account analysis
- From 8/93 – 10/93 filled the position of Accounting Technician while simultaneously taking on a large percentage of the Accountant responsibilities.
- Cost Development
- Monitored capital spending against approved amounts
- Worked with computer programmers to develop new costing program
- Project Tracking
- Labor and efficiency reporting

MISSOURI STATE AUDITOR'S OFFICE, Jefferson City, MO   **1988-1993**

<u>**Semi-Senior Auditor (11/90-4/93); Audit Assistant (6/88 – 11/90)**</u>
- Audit of various state and county agencies including the Kansas City Police Department, Missouri Lottery, State Tax Commission, Department of Elementary and Secondary Education, State Office Buildings, and special review at the University of Missouri, Columbia research reactor

VOLUNTEER & OTHER EXPERIENCE

<u>**Temporary Manager, Central Electric Credit Union**</u>   **11/2010-1/2011**
- Recorded ACH transfers, cut checks, made deposits, prepared monthly board reports, bank reconciliations, auto & signature loans

<u>**Deputy Treasurer, Boone County Republican Central Committee**</u>   **2006-2010**
- Track receipts and expenditures, prepare monthly financial reports, and prepare reports for the Missouri Ethics Commission at least quarterly and in accordance with reporting requirements during elections.

<u>**Treasurer – Jefferson City Home Educators**</u>   **1998-2002**
- Prepared yearly budget
- Accounts payable
- Collected and recorded member dues

<u>**Boone County Election Judge (11/04 – 11/08) – Supervisor (4/06-11/08)**</u>   **2004-2008**
- Made sure all tasks associated with opening and closing polls are completed ☐   Assigned tasks to other election judges
- Assisted voters.

EDUCATION & CERTIFICATION

Bachelor of Science in Business Administration, Accounting,
Central Missouri State University, Warrensburg, MO
Passed CPA Exam May 1990
CPA License, November 1990 (currently inactive)

Job Title: System Administrator (Two St. Louis City dedicated staff will be hired)
Status: Full-time, salaried with comprehensive benefits.
Salary Range: $40,000-$45,000 commensurate with experience
Logistics: This position will office in St. Louis City.

ABOUT US:

The Institute for Community Alliances (ICA) is a non-profit organization that administers the Homeless Management Information System (HMIS) for the Springfield Continuum of Care and the Joplin Continuum of Care (The Continua of Care). The HMIS is a database that collects client-level data on homelessness in the CoCs.

SUMMARY

The HMIS System Administrator is primarily responsible for providing technical assistance and analytical support to homeless service agencies using the HMIS in the St. Louis City Continuum of Care.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Maintain current knowledge of homeless assistance programs and related initiatives
- Monitor compliancy of the HMIS software to meet all federal and state data collection and reporting regulations.
- Analyze data for internal reporting and monitoring purposes
- Create and revise forms and other tools to ensure compliance with US Department of Housing and Urban Development (HUD) regulations
- Maintain up-to-date records on all agency and end user agreement forms and required policy documentation
- Provide training and technical support to partner agencies and end users to ensure proper use of the HMIS
    - Assist partner agencies and end users to ensure data confidentiality, integrity, and security
    - Attend local, state, and national trainings, as assigned, to keep abreast of changing rules, regulations, and standards related to the HMIS
    - Establish and coordinate training schedules and maintain user attendance records
    - Review system data quality regularly and conduct related training as needed
    - Work closely with partner agencies to resolve data issues and improve data quality
    - Work with ICA staff to develop and update training materials
- Collaborate with community partners and stakeholders
    - Act as a liaison between ICA, partner agencies, state and local funders, and the Continua of Care to facilitate effective collaboration and resolve issues affecting the HMIS
    - Actively participate in designated Continua of Care committees
    - Assist with outreach and relationship building with agencies and individuals to expand the use and effectiveness of the HMIS
    - Attend meetings to educate the public about ICA and the state of homelessness regionally and statewide
    - Integrate new programs into the HMIS and meet their data collection and reporting needs
    - Oversee community-level data reporting
    - Support annual homeless count activities (Point in Time)

- o Work with ICA staff to maintain and update the HMIS Policies & Procedures Manual
- Assist with maintaining current website content
- Support ICA grant applications as appropriate
- Perform other duties as needed or assigned

MINIMUM QUALIFICATIONS AND REQUIREMENTS

Experience and Education:

- Minimum Bachelor's Degree from an accredited four-year college or university
- Minimum one to three years of related experience or training related to job duties
- Minimum of two years of experience in a position with a high degree of job independence and responsibility
- Understanding of the evolving role of data and its role in addressing social problems
- Strong analytical, problem-solving, and decision-making skills. Must be detail-oriented
- Working knowledge and understanding of homelessness helpful

Ability to:

- Show strong administrative skills, be highly organized, motivated and remain flexible under pressure. Attention to detail and ability to organize and set priorities a must
- Work in an occasionally face-paced and demanding environment, handle multiple tasks simultaneously, and meet established deadlines
- Effectively present information and respond to questions from partner agencies, end users, governmental entities, the general public, and other stakeholders
- Work effectively with people from diverse backgrounds
- Provide technical support to individuals with varying levels of technical knowledge
- Read, analyze and interpret statistical reports, technical procedures, or governmental regulations
- Write reports, business correspondence, and procedure manuals
- Regular regional travel required, with occasional extended travel

Knowledge of:

- Basic office equipment and technology
- Technical expertise required in Microsoft Word, Excel, and Access
- Relational database software

Other requirements:

- A valid driver's license and proof of current insurance
- Prospective candidates will be subject to and must pass a comprehensive criminal background check

HMIS BUDGET

Eligible Costs	Quantity Description	1-time Expense	Ongoing Expense	First Year Total Annual Amount
Equipment				
Central Server				$0.00
Personal Computers and Printers	Computers, printers etc. for new office	$4,000.00		$4,000.00
*Scan card scanner, laminator				
Networking				
Security				
Subtotal		$4,000.00	$0.00	$4,000.00
Software		Software costs are dependant upon the software chosen by the CoC. This budget omits these costs at this time.		
Software/User Licensing				
*Software initial purchase				
Software Installation				
Support and Maintenance				
Supporting Software Tools				
Subtotal		$0.00	$0.00	$0.00
Services				
Training by Third Parties				
Hosting/Technical Services				$0.00
Programming: Customization				
Programming: System Interface				
Programming: Data Conversion				
curity Assessment and Setup				
On-line Connectivity (Internet Access)	Internet access for ICA St. Louis Staff		$1,900.00	$1,900.00
Facilitation				
Disaster and Recovery				
Subtotal		$0.00	$1,900.00	$1,900.00
Personnel				
Project Management/Coordination	Two (2) FTE System administrators, Percentage of time of ICA MO Director, ICA Executive Director		$155,000.00	$155,000.00
Data Analysis				
Programming				
Technical Assistance and Training	Travel expenses for provision of TA and Training as well as Applicable National Conferences		$15,000.00	$15,000.00
	Percentage of time for ICA Executive Administrator and Grant Management			
Administrative Support Staff	Assistant		$7,000.00	$7,000.00
Subtotal		$0.00	$177,000.00	$177,000.00
Space & Operations				
Space Costs	Rent/Utilities/Insurance/and Office set up costs	$5,000.00	$11,000.00	$16,000.00
Operational Costs	Office supplies, postage, printing, phones, etc.		$7,200.00	$7,200.00
Subtotal		$5,000.00	$18,200.00	$23,200.00
TOTAL		$9,000.00	$197,100.00	$206,100.00

August 15, 2015

Eddie Roth, Director of Human Services
Office of the Department of Human Services
1520 Market Street, Suite 4062
St. Louis, MO 63103

Mr. Roth,

On behalf of Community Partnership of the Ozarks' Continuum of Care, I am writing a letter of support for the Institute for Community Alliances' proposal to act as HMIS lead agency.

ICA has been the HMIS Lead Agency for the Springfield area Continuum of Care since September 2014. Our Continuum has been working with staff of ICA in their former role at Missouri Association for Social Welfare in the same capacity since our Continuum implemented HMIS many years ago.

In addition to their data collection and reporting, ICA staff plays an active role in our Continuum of Care, serving on our HMIS User Group and participating in our HUD Technical Assistance to implement Coordinated Entry.

The knowledge and experience that ICA staff brings to our Continuum is invaluable as they work diligently to keep all users apprised of technical standard changes, act as an intermediary with our HMIS software provider to address challenges, and bring best practice approaches for coordinated entry to our region. Their seat on the Governor's Committee to End Homelessness is just one example of their larger role in addressing homelessness statewide.

Our Continuum of Care relies on the experience and expertise of the staff of ICA to assist us with our HMIS implementation, data collection and data analysis. We are pleased to answer any questions you may have about the specifics of our work with ICA.

Sincerely,

Michelle Garand
Deputy Director, Affordable Housing and Homeless Prevention
mgarand@commpartnership.org

The Homeless Coalition of Jasper-Newton Counties
1027 S. Main, Suite 7
Joplin, MO 64801

August 14, 2015

Eddie Roth, Director of Human Services
Office of the Department of Human Services
1520 Market Street, Suite 4062
St. Louis, MO 63103

Dear Mr. Roth:

This letter is in reference to ICA's application to serve as HMIS Lead Agency for the City of St. Louis.

ICA has been the HMIS Lead Agency for the Joplin area Continuum of Care since September 2014. Prior to that, we worked with ICA staff in their former roles at Missouri Association for Social Welfare in the same capacity, so we have worked with the staff at ICA for a number of years.

In addition to their data collection and reporting, ICA staff plays an active role in our Continuum of Care, attending monthly meetings and working in our Coordinated Entry subcommittee to help design and implement our coordinated entry system.

The knowledge that ICA staff bring to our CoC is extremely helpful, as they work across the state and see the best practices and also the challenges that face homeless service providers statewide. Their seat on the Governor's Committee to End Homelessness is just one example of their larger role in addressing homelessness statewide.

We have had a very positive experience with ICA as our HMIS Lead and plan to continue the relationship and benefit from their HMIS experience and data analysis expertise. If you have questions about the specifics of their work with us, please feel free to contact me.

Sincerely,

Louise Secker

Louise Secker
Homeless Coalition of Jasper-Newton Counties (CoC)
LouiseSecker@lafayettehouse.org

MACCH

Metro Area Continuum of Care for the Homeless

Charles W. Coley, MS
Executive Director

Lisa Vukov
Assistant Director

Deanna Wagner
Board President
Douglas County Housing
Authority

Scott Brown
Vice President
Gallup

Aileen Brady
Secretary
Community Alliance

Jo Williams
Treasurer
Tenaska

www.endhomelessnesstoday.org

August 17, 2015

Eddie Roth
Director of Human Services Office of the Department of Human Services
1520 Market Street, Suite 4062
St. Louis, MO 63103

Mr. Roth,

On behalf of the Omaha Metro Area Continuum of Care for the Homeless (MACCH), I am pleased to write a letter of support for the Institute of Community Alliances' Proposal to serve as HMIS Lead Agency of the St. Louis City Continuum of Care. Through ICA's work in our community since 2006, we have maintained a robust HMIS network and have worked to ensure high data quality, completeness, and performance measures.

The ICA team has:

- Trained and supported end users across our Continuum;
- Supported the work of the Performance Measurement Task Force;
- Assisted with the implementation of our Coordinated Entry pilot program, and helps lead the current Coordinated Entry Project;
- Proved instrumental in the successful "Common Fund" project currently underway for utility assistance, and;
- Benefited our Continuum's 10 year Plan to Prevent and End Homelessness, specifically assisting our Continuum in measuring the success of our key initiatives (regarding Chronic and Veteran populations) and ensuring a sustained data focus upon child, youth, and family homelessness.

Additionally, MACCH has appreciated the experience and knowledge that ICA is able to bring to our CoC because of their work in other Continua in other states. This broader perspective has been beneficial to the CoC and led to efficiencies in our cooperative efforts.

We have appreciated ICA's partnership over the years and look forward to our continued collaboration in the future. I would be happy to speak with you if you would like to discuss this further.

Regards,

Charles W. Coley

Charles W. Coley
Executive Director

MACCH leads a collaborative network to prevent and end homelessness in Douglas, Sarpy, and Pottawattamie Counties.

August 18, 2015

The City of St. Louis, Department of Human Services
Attn: Eddie Roth, Director of Human Services
1520 Market Street, Suite 4062
St. Louis, MO 63103

Dear Mr. Roth:

I am writing this letter in full support of the Institute of Community Alliance's proposal to become the successor and HMIS Lead Agency for the City of St. Louis' Department of Human Services Homeless Service Division and the City of St. Louis' Continuum of Care (CoC), with United Way of Greater St. Louis as the provider of the HMIS operating system. The goals for the project you propose and United Way's goals for community success mesh perfectly for our city, our region and our mission and will catalytically advance the support of homeless individuals and families...helping people live measurably better lives.

We have established a relationship with the Institute of Community Alliance (ICA) who is an experienced user of the information and referral / HMIS platform currently in use by our 2-1-1 contact center. ICA has exhibited demonstrable success in leading HMIS installations in 5 other states as well as the balance of state here in Missouri. If successful, ICA will be able to leverage our existing platform where we will partner to expand it for full HMIS utilization by the CoC and its partners. It is important to note that Bowman Systems' ServicePoint product is used by over 60% of all CoCs in the nation as their HMIS solution. All HUD-required reports and data standards are fully supported in the product and are readily available in the version of the software used by our 2-1-1. Bowman Systems is an active leader in the HMIS Software Solutions Providers monthly meetings with HUD and has been the industry leader in HMIS for over 16 years.

If successful, the United Way of Greater St. Louis will support the Institute of Community Alliance (ICA) by not only leveraging the existing HMIS platform and the resources contained within our expansive database, but we will also likely house ICA's St. Louis operation here at United Way... providing additional support and connection to the platform and support of the system administrative functions for the City's HMIS system. It is important to note that our administrative support extends to their full proposal should ServicePoint or COMPASS ROSE be selected.

United Way of Greater St. Louis is pleased to continue to further our relationship with the City of St. Louis by partnering with the Institute for Community Alliances and its bid to become the HMIS Lead and Support for the City of St. Louis.

Sincerely,

Regina L. Greer
Vice President
Community Response